
CALIFORNIA DEPARTMENT OF INSURANCE

NOTICE OF CONTINUOUS TESTING CUT-OFF DATE

EXAMINATION TITLE: **FRAUD INVESTIGATOR,
DEPARTMENT OF INSURANCE**

EXAM BASE: **OPEN**

EXAM CODE: **8IN26**

CUT-OFF DATE: **TUESDAY, DECEMBER 30, 2008**

WRITTEN TEST DATE: **FEBRUARY/MARCH**

ATTENTION

A cut-off date has been established for the Fraud Investigator, DOI continuous filing examination. Applications must be ***POSTMARKED*** no later than **DECEMBER 30, 2008**. Applications postmarked, personally delivered, or received via interoffice mail ***after*** **DECEMBER 30, 2008**, will **NOT** be kept for future examinations, instead they will be returned.

WRITTEN TEST

Eligible candidates will be notified by mail of the date, time, and location of the written test. You must bring the notice to the written test site to gain admittance into the examination. It is the candidate's responsibility to contact the Department of Insurance, Selection Unit at (916) 492-3300, three (3) days prior to the written test date if the candidate has not received a Notice.

EXAMINATION ANNOUNCEMENT

FRAUD INVESTIGATOR,
DEPARTMENT OF INSURANCE
OPEN-CONTINUOUS
SALARY RANGE \$3,902 - \$6,194



CALIFORNIA STATE DEPARTMENT OF
Insurance

An employer offering equal employment opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation age or sexual orientation.

How to Apply

FINAL FILING DATE: CONTINUOUS TESTING
DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD

Send application to:
California Department of Insurance
300 Capitol Mall, 13th Floor
Sacramento, CA 95814
Attention: Selection Unit

Application (form STD 678) will be accepted on a continuous basis. If you have a disability and need special testing arrangements, mark the appropriate box on the application. You will be contacted to make specific arrangements.

Requirements
for Admittance
to the
Examination

All applicants must meet the educational and/or experience requirement for this examination by the **written test date**.

MINIMUM QUALIFICATIONS
Either I

EDUCATION: Equivalent to graduation from an accredited four-year college with a major in criminal justice, law enforcement, criminology, administration of justice, police science, or a minor in law enforcement, criminology, administration of justice, or police science with evidence that the following courses or their equivalent have been completed: Introduction to Criminal Justice, Introduction to Criminal Law, Basic Investigation, Evidence, Criminal Procedure, and Philosophy of Law. (Registration as a senior in a recognized institution will admit applicants to the examination; however they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment.)

Or II

EXPERIENCE: Two years of peace officer experience (as defined by the California Penal Code, Chapter 4.5 Sections 830.1, 830.2, 830.3, and 830.8) in an investigative assignment in a government agency. **and**

EDUCATION: Equivalent to completion of two years of college (60 semester hours) from an accredited college with a major in law enforcement, criminal justice, administration of justice, police science, or criminology. (Additional qualifying experience may be substituted for the required education on a year-for-year basis. Applicants who are being considered for positions assigned as "Peace Officer" status, as defined by California law, must possess the educational equivalent of completion of the 12th grade.)

Or III

EXPERIENCE: One year of experience in the California state service performing the duties at a level comparable to an Investigator Assistant. (Applicants who are within six months of satisfying the experience requirement for this class will be admitted to the examination, but they must fully meet the experience requirement before being eligible for appointment.) **and**

EDUCATION: Equivalent to two years (60 semester units) of college with a major in criminal justice, law enforcement, police science, administration of justice, or criminology, with evidence of completion of courses in the following subject areas: Introduction to Criminal Justice, Introduction to Criminal Law, Basic Investigation, Evidence, Criminal Procedure, and Philosophy of Law.

MINIMUM AGE: Minimum age at time of appointment is 21 years old.

Special
Physical
Characteristics

Good health, sound physical condition, and free from any physical or mental condition that would interfere with performance of duties; effective use of both hands; strength, endurance, and agility; emotional stability, normal hearing, normal vision or vision corrected to normal; and weight proportional to age and height.

Special
Personal
Characteristics

Willingness to work throughout the State and at unusual hours, as required; keenness of observation; good memory for names, faces, places, and incidents; associate with criminally inclined persons and environments in performance of duties; satisfactorily maintain a clean record as a law-abiding citizen; possess a valid driver's license of the appropriate class issued by the Department of Motor Vehicles; work under stress and adverse conditions; perform tedious tasks (e.g., reading through large case investigation files, or working in a surveillance vehicle for long periods of time); learn about insurance fraud and related legal issues and procedures; comply with established policies and

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

Special Personal Characteristics (cont'd)	procedures of the Fraud Division; physically restrain suspects while performing the duties of a peace officer; carry out all peace officer duties; speak in front of groups; carry firearms; travel frequently; and safely operate a motor vehicle.
Additional Desirable Characteristics	In addition to the knowledge and abilities, possession of the appropriate certificates as evidence of increased competency at each level is desirable. Also desirable is evidence of completed course work in the following subject areas: Introduction to Criminal Justice, Introduction to Criminal Law, Basic Investigation, Evidence, Criminal Procedures, and Laws of Arrest, Search and Seizure.
Position Description	<p>This is the entry, first journey, and full journey level in the Fraud Investigator, Department of Insurance series. Under close supervision of a Supervising Fraud Investigator I, incumbents are assigned law enforcement responsibilities commensurate with their background and training; conduct criminal investigations of felony violations of State and Federal law relating to insurance fraud and other felony crimes in both state and federal jurisdictions. Duties include (among other tasks) writing, planning and conducting search warrants, obtaining and executing arrest warrants, conducting surveillances, working in an undercover capacity and writing detailed and complex crime reports and testifying in court or before grand juries. Incumbents may work alone, with a team, or as a lead criminal investigator assigned to conduct investigations of organized criminal enterprises and assist in the prosecution of cases involving these groups in both State and Federal courts.</p> <p><i>Positions are located in Sacramento, Fresno, Benicia, San Fernando Valley, Rancho Cucamonga, Orange County, and San Diego.</i></p>
Testing Period	Testing is considered continuous as cut-off dates can be set at anytime depending upon the needs of the department. A separate rider will be posted with the examination announcement for each testing period. The bulletin rider will specify when the examination is to be given. Qualified candidates will be notified by mail of the specific time and location of the test.
Examination Information	<p>This examination will consist of a Written Test which consists of 85 questions. To obtain a position on the eligible list, applicants must receive a minimum rating of 70% on the written test. Competitors who do not appear for the Written Test will be disqualified from this exam.</p> <p><i>Please allow approximately three hours for the completion of the written test.</i></p>
Examination Scope	<p>MULTIPLE CHOICE WRITTEN TEST – Weighted 100%</p> <p><i>The written test will cover the following areas:</i></p> <p>SITUATIONAL JUDGMENT/DEALING WITH NOVEL SITUATIONS</p> <ol style="list-style-type: none">1. Ability to apply appropriate judgment to ensure personal safety.2. Ability to adapt quickly to changing situations.3. Ability to be flexible (e.g., develop and work a new plan if the original plan does not work out).4. Ability to analyze situations accurately and take effective action.5. Skill to orally communicate with suspects in a clear and effective manner during an arrest or interrogation.6. Skill to effectively handle individuals who are angry, frustrated or antagonistic.7. Ability to determine when back-up assistance is likely to be required (e.g., potentially dangerous situations).8. Knowledge, of the safety precautions to take while performing job duties (e.g., surveillance, search warrant, arrest operations, felony vehicle stops). <p>BASIC INVESTIGATORY TECHNIQUES</p> <ol style="list-style-type: none">1. Gathering Intelligence/Information.2. Writing and documenting reports.3. Identification and handling of evidence.4. Search and arrest warrants and court orders.5. Interview and interrogation. <p>WRITTEN COMMUNICATION</p> <ol style="list-style-type: none">1. Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.2. Skill to write clear and concise documents (e.g., case investigation reports, transcriptions, memorandums).3. Skill to complete and accurately record in writing information obtained during case investigations.4. Ability to summarize relevant information and observations in a clear, concise and grammatically correct manner.5. Skill to fill out forms, notes and other documents by hand that are free of errors. <p>READING COMPREHENSION APPLIED TO WRITTEN MATERIALS</p> <ol style="list-style-type: none">1. Ability to read and understand the English language.2. Basic knowledge of legal terminology (e.g., arrest, prosecution, etc.)3. Ability to correctly interpret laws, policies, procedures, and codes.

Eligible List Information	<p>A departmental Open eligible list will be established for the Department of Insurance. Candidates may only be tested once in a 12 month period. Names of successful competitors will be merged into the list in order of final scores, regardless of test date. Eligibility expires 18 months after it is established. Eligibility can be gained only in one location when spot examinations are given simultaneously.</p> <p>Veteran’s Preference Points will be added to the final score of all ‘open’ competitors in this examination who qualify for, who have requested these points, and who are successful in the written test. (See “General Information” on this bulletin for more information regarding Veteran’s Preference Points.)</p> <p>Career Credits will not be granted in this examination.</p>
Benefits	<p>Depending on your appointment, the State of California offers an attractive benefits package that includes:</p> <ul style="list-style-type: none">• PERS reciprocal• PERS Member Home Loan Program• Dental plan for employee and dependents• Vision plan for employee and dependents• Health plan for employee and dependents• Vacation leave, sick leave and holidays• Group Legal Services Plan• Deferred Compensation Plan or Savings Plus• Flex Elect Program (a voluntary program which offers significant tax advantages and can increase your take home pay)• Employee Assistance Program
Peace Officer Standards	<p>CITIZENSHIP REQUIREMENT: Pursuant to Government Code Section 1031 (a), in order to be a peace officer, a person must be either a U.S. Citizen or be a permanent resident alien who is eligible for and has applied for U.S. Citizenship. Any permanent resident alien who is employed as a peace officer shall be disqualified from holding that position if his/her application for citizenship is denied.</p> <p>FELONY DISQUALIFICATION: Pursuant to Government Code Section 1029, persons convicted of a felony are disqualified from employment as peace officers except as provided under Welfare and Institutions Code, Division 2, Chapter 3, Article 8, Section 1179 (b), or Division 2.5, Chapter 1, Article 4, Section 1772 (b). Except as provided for by these statutes, persons convicted of a felony are not eligible to compete for, or be appointed to, positions in this classification.</p> <p>FIREARM CONVICTION DISQUALIFICATION: Anyone who is restricted for employment-related purposes from accessing, possessing, carrying, receiving, or having under his/her control, a firearm or ammunition under all applicable State or Federal laws is ineligible for appointment to any position in this classification.</p> <p>FIREARMS REQUIREMENT: Persons convicted of a misdemeanor crime of domestic violence as defined in the amended Federal Gun Control Act of 1968 are disqualified from appointment to this classification.</p> <p>BACKGROUND INVESTIGATION: Pursuant to Government Code Section 1031(a) and 888.38, all persons successful in examinations for these classes shall be required to undergo a thorough background investigation prior to appointment.</p> <p>PSYCHOLOGICAL SCREENING: Pursuant to Government Code Section 1031 (f) and Peace Officer’s Standard Training Regulation (P.O.S.T.) 1002 (a) (7) require psychological screening of applicants for peace officer classifications.</p> <p>MEDICAL REQUIREMENT: Pursuant to Government Code Section 1031, persons appointed to a peace officer class shall undergo a medical examination to determine that he or she can perform the essential functions of the job safely and effectively.</p> <p>TRAINING REQUIREMENT: Candidates selected for Fraud Investigator positions will be required to attend and successfully complete a Peace Officer Standards and Training (P.O.S.T.) basic law enforcement academy. Police academies are para-military in structure and include academic, firearms, weaponless defense and intense physical training. Retired peace officers that have been separated for three or more years from active law enforcement duties, will be required to attend and successfully complete a P.O.S.T certified re-qualification course.</p>
Definition of Terms	<p>“Equivalent to graduation from college...” <i>Candidates must have earned all of the required units, as well as completed all of the required coursework to be awarded a Bachelor’s degree.</i> A Bachelor’s degree diploma in the specific major; copies of transcripts indicating the award of a Bachelor’s degree (with the specific major); or A letter from a recognized college or university that states the candidate has met all the academic requirements for graduation with a Bachelor’s degree in the specific major. A Bachelor’s degree diploma with a “minor” in the specific field must provide evidence of completion of the required six courses: Introduction to Criminal Justice, Introduction to Criminal Law, Basic Investigation, Evidence, Criminal Procedure, and Philosophy of Law.</p>

Definition of Terms (cont'd)	<p>“Peace Officer...” A sworn officer who meets all standards imposed by law on a peace officer as defined in the California Penal Code, Chapter 4.5, Sections 830.1, 830.2, 830.3, and 830.8.</p> <p>“Performing the duties at a level comparable to...” The applicant must have State service experience of appropriate type and length in a class at the same (or higher) level of responsibility as the class specified.</p> <p>“Equivalent to two years of college...” An Associate’s degree diploma with the specific major, completion of the number of units typical of two full years of college (60 or more semester units or 90 or more quarter units) with the specific major and with evidence of completion of the required coursework: Introduction to Criminal Justice, Introduction to Criminal Law, Basic Investigation, Evidence, Criminal Procedure, and Philosophy of Law.</p>
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FRAUD INVESTIGATOR, DEPARTMENT OF INSURANCE

FINAL FILING DATE: CONTINUOUS

GENERAL INFORMATION

The Department of Insurance reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

It is the candidate’s responsibility to contact the Department of Insurance, Human Resources Management Division, (916) 492-3300 three days prior to the test date if he/she has not received his/her notice.

Applications are available at the Department of Insurance offices, the State Personnel Board, local offices of the Employment Development Department, and on the internet at www.spb.ca.gov.

If you meet the requirements stated on the reverse, you may take this examination. Your performance in this examination will be rated against a predetermined rating criteria. All competitors who pass will be ranked according to their scores. Meeting the entry requirements does not assure success in the examination or placement on the employment list.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, are used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others. Candidates must be in a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment of records and personal history and fingerprinting may be required.

High School Equivalence: Equivalence to completions of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) test, 2) completion of 12 semester units of college-level work, 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school, or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

Veterans Preference: California law allows granting of veterans preference points in entry-level open and open, non-promotional examinations. Due to changes in the law, which were effective January 1, 1996, veterans who have achieved permanent civil service status are not eligible to receive veterans points. Credit in open entrance examinations is granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans; 15 points for disabled veterans. Credit in open, non-promotional entrance examinations is granted as follows: 5 points for veterans; 10 points for disabled veterans. Directions for applying for veterans preference points are on the Veteran Preference Application form (Form 1093) which is available from the State Personnel Board office, written test proctors, and the Department of Veterans Affairs, P.O. Box 942895, Sacramento, CA 94295-0001.

California Relay (Telephone) Service for the Deaf or Hearing impaired:
From TDD phones: 1-800-735-2929, from voice phones: 1-800-735-2922

Department of Insurance
Human Resources Management Division
300 Capitol Mall, 13th Floor
Sacramento, CA 95814
(916) 492-3300

VL95-7539

It is an objective of the State of California to achieve a drug-free state work place. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service and the special trust placed in public servants.